



## State of Utah

## Product Description

Product Number: 4502.13.15

### AIR QUALITY MONITORING AND TELEMETRY

**Effective Date:** July 1, 2014  
**Revision Date:**  
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This document describes the services performed by the hosting services staff assigned to the Department of Environmental Quality (DEQ) for the Division of Air Quality' (DAQ) Air Vision Support Server and Modeling Cluster located in the DEQ Telemetry Room.

The Air Vision server (EQMESCP) is the main application server for the air monitoring group. The Air Vision server receives information via modems, radio, and broadband from remote sites all over the state. Data is stored for history and is also used to update EPA. DAQ also uses it to update their website indicating whether it is a red, yellow or green burn day for citizens who have a fireplace or wood burning stove.

DAQ's modeling cluster is used to create and maintain air quality models for various locations within the State of Utah. DAQ utilizes these models in their efforts to mitigate/remediate various issues and/or incidents that affect the overall quality of the air.

The hours of support required for Air Quality Monitoring and Telemetry are listed below.

Application	Support Hours	Days of Week
Air Quality Monitoring and Telemetry	Hosting and Network WAN Support 7:00am - 5:30 pm	Monday - Friday

### Product Features and Descriptions

Feature	Description
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Air Vision Server Support	DTS ensures the Air Vision server is available to the Air Monitoring group users, runs backups of the Server OS nightly, creates an SQL dump file of the Air Vision SQL database, and restores service whenever there is an issue. Troubleshooting steps include: performing a simple restart of the server and login to the software system or contacting and working with Agilaire for service. Agilaire is the vendor providing the air monitoring software.
DAQ Modeling Cluster	DTS support provides power and ping to the Air Modeling Cluster. DTS provides limited help and consultation, where possible, in supporting the operating system (OS) running on the DAQ Modeling cluster.

## Features Not Included

Feature	Explanation
User Training	DTS support does not include user training or training manuals. This service is provided by the vendor as required.
Application Help Desk	DTS support does not include a front-line application help desk. Application questions are first directed to assigned agency staff.

## Rates and Billing

Feature	Description	Base Rate
Desktop Support	Expert level Desktop Support	Refer to DTS Rate for Application Maintenance
Networking/Hosting Support	Expert level networking and hosting support	Refer to DTS Rate for Network Support
Hosting Services	DTS Hosting Services involves the management of servers, storage, and backup/restore services for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server, and application server software. The customer is responsible for the costs of securing proprietary software, application server software, database software, and for software maintenance.	Refer to DTS Rate for Hosting Support

## Ordering and Provisioning



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DEQ will determine what work is actually performed using the priority process applicable to each business unit or group. The users and/or DTS support personnel report issues verbally or via email.

### DTS Responsibilities

Provide trained, experienced and knowledgeable staff to provide hosting and local/wide area network support for the DEQ Air Telemetry Room. DTS will provide services during normal business hours at the DEQ headquarters business location. When called upon by the IT Director, the staff may respond after hours in cases of emergencies.

Identify technical requirements and ensure resources are available.

Submit request to Change Management after final approval given by the customer.

### Agency Responsibilities

Define business requirements for any requested changes to the Air Monitoring servers.

Communicate expectations and issues in a timely manor.

Use the agreed-upon service/incident request processes and applicable tools to communicate issues. Provide as much detail as needed for DTS to understand the reported problem or understand the required changes to the environment.

Work cooperatively with DTS staff when setting priorities.

Provide application help desk support to all staff that use DEQ Air Monitoring servers. Escalate problems to DTS staff when required.

Train users as needed.

### DTS Service Levels and Metrics

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In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Air Vision Server (7am-5:30pm, Mon-Fri)	95%

Times exclude those tickets in a "Pending" status waiting a known bug fix.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority – 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

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### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

#### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied